

**IT Professional Technical Services
Master Contract Program
T#:902TS**

**Statement of Work (SOW)
For Technology Services Issued By**

Office of MN.IT Services

Project Title: Enterprise Mobile Project

Service Categories: Architecture Planning & Assessment - Information/ Data

Business Need

Over the last year the State of Minnesota enterprise IT organization, MN.IT Services, began a new program focused on innovation as it is integral to the IT Strategy and woven into the MN.IT Cloud Programs. As part of the approach to enterprise IT Consolidation, MN.IT leadership recognized the importance of innovation through creative thinking to transform the way we deliver services to the citizens of Minnesota. The State CIO created the MN.IT Innovation Program to build events to harness this energy and creativity.

In June 2013 the Innovation Program launched a first of its kind ideation campaign that solicited ideas from MN.IT Services' 2,100 employees. Over its two-week run 217 ideas were submitted by agency IT staff. All ideas went through an objective review process to produce 16 project proposals, each with a uniquely defined opportunity to pursue. All opportunities proposed are focused on better service to the citizens and businesses of Minnesota.

Many ideas from the challenge and a number of the resulting project proposals are focused in an area MN.IT Services does not have preexisting expertise or experience –mobile technology. The Innovation Program is in need of consultant/web & mobile experts/developers to assist in the design, development and implementation of new innovative mobile application and services.

The specific idea related project proposals include:

- 1. Mobile-responsive design resources for public content, applications, and services**
- 2. 2-Way texting, push notifications**
- 3. GIS & location-aware community assistance Applications**

This SOW includes a requirements definition document for each opportunity above, to provide you with more background and information. See included attachments for the full document associated with each title above.

Note: These included requirements documents are internal planning documents and are for reference only.

At a high-level, the business needs and value to be gained from this SOW are to:

- improve government information and service accessibility by defining a framework that helps agencies extend content via mobile to its constituencies
- define and develop a prototype from one or more of the 3 specific opportunity areas
- advance enablement and capabilities to perform prototyping and rapid application development and deployment (RAD)

The MN.IT Services Mobile Strategy begins

Recent data demonstrates there are more mobile devices than people in America today; government needs to focus effort to modernizing applications, content and ultimately services to reach our constituencies where they are, not force them to legacy channels that make interaction with government a challenge. However if all agencies take on this challenge independently, numerous architectures and frameworks would emerge leading to costly duplication in software, training and solutions. This is why a key business strategy for MN.IT Services is to get in front of the transition to mobile, focus on responsive design and adaptive content

disciplines, with exceptions to follow a flexible framework for dedicated mobile web and native applications. The tactical effort in this statement of work is to define such a practical guide to lead IT staff and assist the business in choosing the correct approach and starting point.

The guide must consider mobile services from an enterprise view. At the highest level, the guide begins with a decision tree providing pros and cons of each potential solution path, with detailed options that address common implications such as security, scalability and portability. In taking these into consideration, it will provide decision-making criteria to lead IT professionals down the right technology and solution path. The conclusion of this work will produce an *enterprise mobile toolkit and reference guide* for MN.IT Services staff to assist in discussion with agency business leaders, and enough practical value to provide a starting point for deployment.

To ensure its proof in concept, the successful contractor must create this guide in conjunction with design, development and deployment of a mobile solution prototype linked to one or more of the Innovation Program project proposals listed above. We will work with the vendor in this decision-making process, given necessary agency business partner support. Discussions with respective agency leadership will follow execution of a contract for this statement of work. Project selection will be based on agency business priorities for allocating resource to pursue the opportunities.

As a third outcome of this work effort, the Innovation Program needs the vendor to develop a repeatable, rapid prototyping model for mobile solutions. Once the *enterprise mobile toolkit and reference guide* have provided the direction, justification and approach, this model will help begin the development cycle to quickly move from proof of concept to prototype. There may be available State assets (such as RAD software development licenses) applicable to incorporate into the model; in addition to other IDEs, software or related assets to include in the rapid prototyping model.

Project Deliverables

The following deliverables are directly linked to the identified business needs:

- An enterprise mobile toolkit and reference guide, including a decision tree and a mobile deployment framework to include draft policies and standards for mobile content and services to finalize and publish as an enterprise IT resource (based on MN.IT technical architectural, existing standards and new ones to be proposed per this engagement)
- Working prototype(s) for new web and mobile services, selected jointly based on business priorities and resource availability, to demonstrate the above guidebook value. A detailed summary of this work, chronicling the process and how it aligns with the guidebook and how the guidebook aligns with MN.IT architecture.
- Develop a prototyping model suited to various mobile-related services such as search, GIS (geospatial information systems), authentication, secure online payment interface, 2-way social integration and community feedback integration.

Project Environment (State Resources)

State Project Staff:

Contract/project management:

- Project sponsor
- Program manager
- Business analyst

Project resources:

- Tactical project owner
- Technical architect, SME
- Mobile developer, Apple SME
- Front end web developer, HTML5 SME

Agency Project Requirements

Responsibilities Expected of the Selected Vendor

The vendor will be expected to have a thorough, working knowledge of:

- Industry standard mobile strategies
- Mobile and Web delivery methodologies
- Mobile and Web enterprise architecture
- Integrating existing IT infrastructure with mobile platforms and solutions
- Open source and commercially available mobile software and development tools

Anticipated High Level Project Phases

Phase 1: Project Initiation

Phase 2: Discovery and Information Gathering

Phase 3: Strategies, Road-map, and Actions

Phase 4: Refine & Revise Deliverables –as needed

Phase 5: Project Closeout

Required Skills (scored as pass/fail)

- ✓ Minimum 3 years' experience in enterprise mobile strategic and tactical planning, including Mobile Device Management (MDM), content, applications, security, scalability, portability

Desired Skills

Provide any details of related and desired skills below as they relate to the SOW deliverables stated above:

- Extensive and up-to-date mobile software architecture experience
- Knowledge of the disciplines of mobile development: Java, .Net, JavaScript, CSS, Objective-C, etc.
- Knowledge of user interface design, including responsive and adaptive design, wireframes
- Knowledge of content including information architecture and content search services
- Understanding of related software development skills and roles including:
 - Web Application Specialist - .Net & JAVA
 - Web Design & Development – HTML/XML/DHTML CSS JavaScript
 - Quality Assurance (QA)
 - Business analysis (BA)
 - Project Management (PM)
 - Documentation Specialist

Note: indicate the # of years' experience and related work where relevant experience was gained

Process Schedule

Key Activity	Date and Time
Deadline for Questions	2/12/2014, 2:00 pm CST
Anticipated Posted Response to Questions	2/18/2014
Proposals due	3/3/2014, 2:00 pm CST
Anticipated proposal evaluation begins	3/4/2014
Anticipated proposal evaluation & decision	3/10/2014
Anticipated Project Start Date	3/17/2014
Anticipated End Date	6/30/2014

Questions

Any questions regarding this Statement of Work should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Mehrdad Shabestari

Department: MN.IT Services, Innovation Program

Email address: mehrdad.shabestari@state.mn.us

Questions and answers will be posted on the Office of MN.IT Services website

(http://mn.gov/buyit/statements/mcp902ts_active.html) according to the process schedule above.

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

SOW Evaluation Process

- Company (10%)
- Experience (30%)
- Work Plan (30%)
- Cost (30%)

This Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

Proposal submissions are due according to the previously listed "Process Schedule".

Responder must provide a written proposal that includes:

- Vendor Name, Address, City, State, Zip, Country
- Contact Name for Vendor
- Contact direct phone/cell phone (if applicable) and email address
- Introduction
- Company overview
 - Company history, growth
 - Current financial data if publicly available
- Project Overview
- Detailed response to "Project Deliverables"
 - Description of the vendor's response to the SOW and explanation of their proposed solution.
 - Explain how the proposal will meet the deliverables listed.
 - Explain how the proposal addresses the details of the "Business Need" stated above. If a modification to approach, strategy or deliverables is foreseen, state reasoning.
 - Describe any training/knowledge transfer related to the prototypes built and/or the prototyping model to be developed as part of this engagement.
 - Provide narrative including companies and contacts where your resource(s) has/have demonstrated the required skills.
- Define your project approach:
 - Provide your approach to producing the documentation required for the project
 - Explain how the vendor will approach their participation in the project. This includes:
 - Organization and staffing (including staff qualifications, resumes, etc.)
 - Work-plan with cost breakdown to suit evaluation criteria
 - Project management, communications and milestone delivery plans
 - Documentation of progress such as status reports
 - Final deliverables acceptance and related criteria
- Resume(s) of proposed resource(s) in addition to the narrative description.
- References: Include the name of at least two (2) references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
- Include a copy of the "Cost Table" below in your proposal. Complete all columns including grand total.

Necessary inclusions with your response submission:

- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - b) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - c) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Cost Table for Proposed Work

<u>902TS Service Category</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
Architecture Planning & Assessment - Information/ Data			
Grand Total:			

Note: Please use this format for the submission of the cost proposal.

Proposal Submission Instructions

- Response Information:
 - All responses must be received by the date and time listed in the process schedule via email to MN.IT_Contracts@state.mn.us, (please note there is an underscore between IT_Contracts).
 - Please label the response as Enterprise Mobile Project - then insert vendor name - and then label as proposal, forms, cost, or additional attachments, etc.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by Contractor's:

- a) Intentional, willful, or negligent acts or omissions; or
- b) Actions that give rise to strict liability; or
- c) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and

employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this solicitation, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State. The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/oet/policies-and-standards/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by:**

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or

(3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d). In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

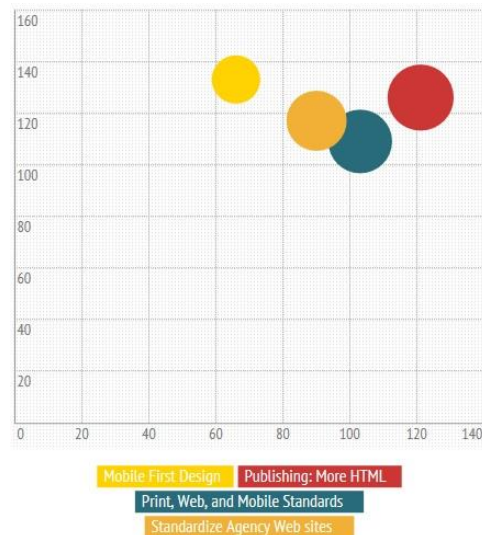
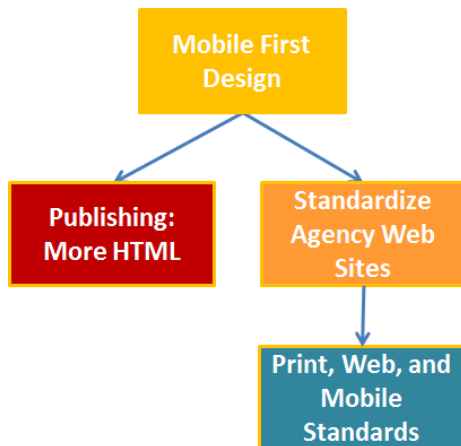
Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Attachments



Mobile & Web Standards Ideas



*above graphics represent 1) idea relationship to others submitted and 2) relative rank based on votes and popularity

Description

Idea #7: The State should consider mobile (tablet, phone, or other small touchscreens) to be its primary target for delivering new or updated public-facing web applications. There are many reasons for this: Access to a broader population, more effective scalability and compatibility across platforms to be more efficient.

Idea #27: The State should make HTML and the web the primary document format for publishing public-facing information. This would increase usability as HTML can be viewed by everyone and accessibility aspects for the blind and deaf fall into place to be more efficiency. Plus several other advantages regarding real-time updates and easier to share information.

Idea #52: Develop a standard way for publications that need to exist in print form such as regulation books, manuals etc... to also exist as an offline mobile app and a standard HTML web page / site most likely using XML. Develop this framework to be used by all state agencies that need to publish such publications.

Idea #176: Public Web sites for state agencies, offices, etc. are inconsistent in design and in the presentation and availability of common information. This makes it more difficult for our customers to find information and learn about the fantastic services available for their use and benefit. Even simple things, like organization charts and staff directories, are inconsistent both agency-to-agency and within agency divisions and other business units. We all know how frustrating it can be to interact with inconsistent and non-intuitive web sites. Let's not do it to our fellow Minnesotans.

Assumptions

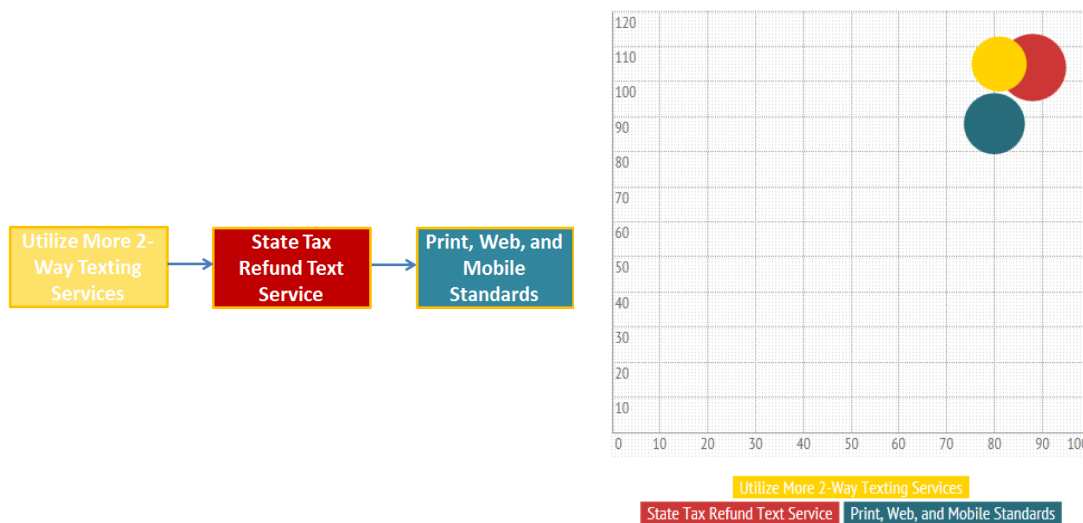
Today content is published to the web in formats that are convenient to the editors and publishers, not citizen-centric by design. Access and accessibility are issues that must transcend traditional content delivery mechanisms to ensure it is made available to the broadest audience possible.

Opportunities

The Innovation Program has engaged members of MN.IT across all agencies to create a strategy for deploying content in a consistent format, to include mobile applications where suitable. They are building a decision tree as a resource guide to assist agency content owners in understanding the implications of publishing content in PDF, XML, HTML, or other formats conducive to the WWW and compliant with MN legal requirements.

The mobile strategy team is identifying a specific content/application to test their guide against and will modernize its underlying platform to demonstrate the value of an enterprise mobile/responsive design team as an extension of the current web team deployed from MN.IT central's services portfolio.

2-way texting services



*above graphics represent 1) idea relationship to others submitted and 2) relative rank based on votes and popularity

Description

Idea #9: A large percentage of the population now has access to mobile devices and computers. Allow recipients of State correspondence the option of receiving texts messages and emails for certain notifications. For example, a text message or email could be sent to alert a car owner/driver that their license plate tabs or MN driver's license must be renewed by date X.

Idea #40: When a citizen's tax refund is processed, send an email/text informing the taxpayer.

Assumptions

An agency business partner could be identified to target a 2-way texting service. MN.IT would contract for a pilot texting service. Hackathons could be used to identify and build new 2-way texting services.

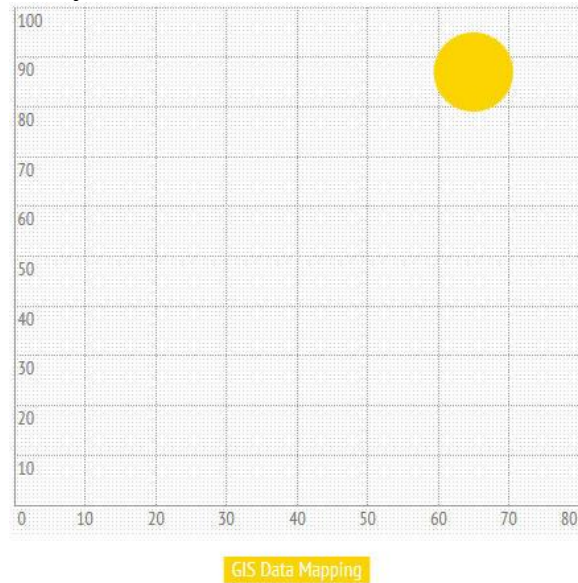
Opportunities

Plain language texting services exist that we could set up a pilot contract with. This service is currently provided in Arkansas called Gov2Go.

Examples of how to use: who is my senator - where do I vote - remind me when my property taxes are due - remind me when my driver's license is about to expire - send me amber alerts - send me silver alerts.

One of the 14 Hack for MN projects on June 1 focused on a texting service –they had it functioning within the 1 day hackathon event.

Online GIS data overlay Tools



*above graphics represent 1) idea relationship to others submitted and 2) relative rank based on votes and popularity

Description

Wouldn't it be great if when citizens are looking for jobs state or public, they could see on a GIS map if those jobs are close to their homes, public transportation, day care centers or educational facilities?

Assumptions

Tools exist today (ESRI, within the GIS community that we can leverage/expose with a pilot user group. A selection of data sets are already available and include GIS data to display the layers desired.

Opportunities

The mobile strategy team would work with members of the GIS community to identify any of the terabytes of State-managed GIS data sets and available public sources to enrich the overlays and provide new services. Ideas from the Unsession focus on this and could be a starting point for data set selection.

Examples:

Socrata online test engine and app gallery: <http://dev.socrata.com/gallery/>

Google public data directory: <http://www.google.com/publicdata/directory>

DataMob government data tracking: <http://datamob.org/>

Zillow public APIs: <http://www.zillow.com/howto/api/APIOverview.htm>